

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Executive Division		EFFECTIVE DATE
BRANCH/SECTION Consumer Affairs Branch		CLASS TITLE Public Utilities Regulatory Analyst (PURA) V
WORKING DAYS AND WORKING HOURS Monday through Friday		PHYSICAL WORK LOCATION San Francisco or Sacramento
INCUMBENT (If known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-163-4616-xxx
<p>YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.</p>		
<p>BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS: Under general direction News and Outreach Office (NOO) the Consumer Affairs Branch (CAB) Program & Project Supervisor, the Public Utilities Regulatory Analyst (PURA) V supports the overall CPUC mission of serving the public interest by being a first and direct line of contact for customers, and a conduit of information between the public and CPUC decision-makers. CAB addresses customer informal complaints, questions, and other contacts about regulated utilities as well as manages projects and programs to help consumers. The incumbent independently performs complex and advanced analysis, research, and reporting, leads projects, and makes recommendations to CAB and NOO management, Commissioner offices, Investor-Owned Utilities (IOUs), contractors and subcontractors, CBOs, Consumer Action Groups, other CPUC Division based on findings.</p>		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>	
	<u>ESSENTIAL FUNCTIONS:</u>	
30%	The incumbent to follow CPUC proceedings that relate to consumer issues as directed by PPS, which originate through the Commission initiative process. Attend all meetings associated with the initiative and participate in the initiative process in an advisory capacity where appropriate. Additionally, as senior analyst on a broad range of utility-related consumer issues, independently conduct complex, advanced, sensitive, and responsible research and technical analysis involving CAB consumer data. Collect, synthesize, model, analyze and critically assess data to identify key trends, evaluate utility actions/services, provide methodologies and solutions on a broad range of regulatory and consumer issues, and advise CPUC decision makers on options for addressing identified issues. Develop implementable and impactful recommendations, supported by sound rationale and data analysis. Develop and present ideas, research, analysis, findings, and recommendations orally and in writing, applying visual/graphic representation techniques as necessary. Prepare spreadsheets, written reports, memoranda, and other documents regarding utility-related consumer data and programs to inform the public, respond to stakeholder requests, and support CPUC decision making related to policies and practices for telecommunication, energy and water utilities as well as CPUC projects and programs.	
20%	The incumbent to manage CPUC/CAB programs or projects as directed by PPS, which originate through Commission decisions and orders, for example, the programs supporting Community Based Organizations (CBOs) that provide outreach, education, and case assistance to limited English proficient communities within telecommunication and energy utility service territories. As necessary, the incumbent manages contracting process (e.g., scopes project, statement of work, contractual requirements and deadlines), acts as project manager to oversees contractors and is responsible for the timely production of project/program deliverables.	
15%	The incumbent works effectively with representatives of the Commissioner offices, program stakeholders, and other CPUC Divisions to meet program objectives. As project manager the incumbent should be a subject-matter expert on the programs being managed, policy and procedures affecting the program and consumers as well as participate in related CPUC initiatives in an advisory role. The incumbent should effectively develop and communicate recommendations and advice based on his work to NOO/CAB management, consumer groups, and Commissioners.	
15%	Under direction of PPS, participate in intra- and inter-division discussions, planning and project execution regarding consumer issues. Engage with NOO/CAB staff and management, Commissioners' offices, and other stakeholders as a SME to present work approaches, research, analysis, findings, and recommendations as needed. Efficiently and effectively accomplish CAB objectives thru coordinating, assisting, and collaborating with other CAB analytical and operational staff on a variety of project teams. Per direction of PPS respond to internal and external data requests.	
10%	The incumbent ensures program compliance with state contracting rules and policies. Ensures timely processing of contractor invoices in accordance with policy and procedures.	
10%	All other duties as may be necessary or as directed by the PPS, including but not limited to, legislative bill analysis, attending training and conferences, participate in hiring process, training junior staff, the regular and accurate timekeeping and work tracking, ad hoc tasks and reporting, and some travel.	

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KNOWLEDGE AND ABILITIES *[From Class Specs]*

Knowledge of: Trends and issues pertaining to public utilities and transportation regulations; principles of program evaluation and planning; principles and concepts of economics, econometrics and finance in a research setting; public utilities and transportation regulatory policy analysis and formulation; Federal and State agencies involved in utilities and transportation regulation; Federal and State legislation and policies pertaining to public utilities and transportation.

Ability to: Reason logically and creatively; utilize a variety of analytical and research techniques to resolve complex utility and transportation regulatory problems; develop and evaluate alternatives; analyze data and present ideas and information effectively, both orally and in writing; testify as a subject-matter expert; consult with and advise Commissioners, top management and other interested parties on a wide range of issues relating to public utilities and transportation regulations; gain and maintain the confidence and cooperation of those contacted during the course of work; coordinate the complex technical work of others; serve as a team leader to analyze the more technical and difficult situations; establish and maintain project priorities; analyze situations accurately and take effective action.

WORK ENVIRONMENT, PHYSICAL, OR MENTAL ABILITIES:

- Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, internet, voicemail, email. Etc.
- Work primarily in an open office environment with controlled temperature conditions. Environment requires working in proximity to others and has a varying noise level.
- Employee must be physically present at designated work location during business hours.
- Ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.
- Some travel required supporting the work of the division and the agency. Be able to get yourself to off-site locations to perform duties.
- Perform tasks in Excel, PowerPoint, Word, MS Project, Tableau, and Oracle database systems.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE